



Dec. 29, 2021

To: Case Management Entities and Providers
Subject: Microsoft 365 email encryption issues

The Office of Developmental Disabilities (ODDS) learned earlier today that some external recipients are unable to open encrypted email attachments they've received from Oregon Department of Human Services (ODHS) staff.

To learn more and to review some possible workarounds that may help you, please review the email below that we are forwarding from ODHS' Office of Information Services (OIS).

Sincerely,

Office of Developmental Disabilities Services

TO: All ODHS and OHA staff and partners
FROM: Office of Information Services
SUBJECT: INFO: Microsoft 365 email encryption issues

What happened

Currently, there is a global issue affecting email recipients using non-Microsoft accounts, such as Gmail or Yahoo. In addition, Microsoft is also addressing an issue specific to our agency that prevents external recipients from decrypting emails in Outlook. Also, some external recipients can't download or review encrypted email attachments sent by ODHS|OHA staff.

What this means to you

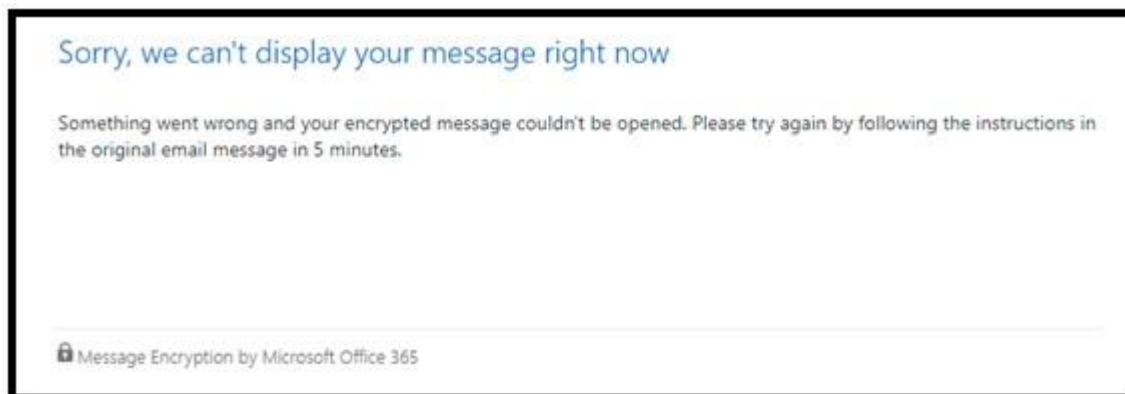
OIS is working with Microsoft technicians to resolve the encryption system issues. In the meantime, please use the recommended workarounds for the issues listed below and communicate them to partners that need help.

Issue 1

An issue occurred on Friday, Dec. 17, affecting non-Microsoft based accounts that receive Microsoft 365 encrypted email messages. Recipients can't decrypt the messages they receive unless they use a one-time passcode.



If the recipient chooses the sign in option with Google, they will see the message below:



Workaround: Recipients should reboot their computer or login into their web-based email using an internet browser InPrivate or Incognito mode. Press the CTRL + Shift + n keys at the same time, then release them to automatically open a browser InPrivate mode. Then, choose the option to **“Sign in with a One-time passcode.”**

Issue 2

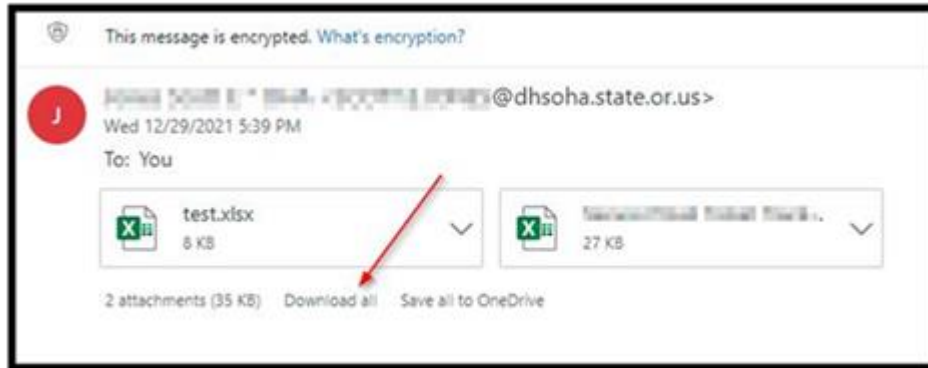
Encrypted email sent from ODHS|OHA staff is forcing external users to decrypt the email in their email web application/browser. It does not allow them to decrypt the message in their desktop email client (Outlook).

Workaround: External users should open and read the encrypted email in their email web application if possible. To access their web-based email application, click on this link: <https://outlook.office.com>.

Issue 3

A small percentage of recipients may be experiencing issues downloading single attachments. They can decrypt the email message, but they can't download the single attachment. Multiple attachments work fine, but not single attachments.

Workaround: Users must send an additional “dummy” attachment if the recipient cannot download the original email attachment. Then, the recipient should click on “**Download all.**”



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